

County of Los Angeles  
**DEPARTMENT OF PUBLIC SOCIAL SERVICES**

12860 CROSSROADS PARKWAY SOUTH • CITY OF INDUSTRY, CALIFORNIA 91746

Tel (562) 908-8400 • Fax (562) 908-0459



BRYCE YOKOMIZO  
Director



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October 14, 2004

TO: Each Supervisor

FROM: Bryce Yokomizo, Director

SUBJECT: **STATUS REPORT ON DPSS RESPONSE TO THE COMMITTEE ON REVIEW AND EVALUATION OF CalWORKs (CORE) REPORT ON DPSS SOCIAL SERVICES DESIGNED TO OVERCOME BARRIERS TO PROGRAM PARTICIPATION AND EMPLOYMENT**

This is to provide you with a status report on my department's activities, relative to the CORE Report on CalWORKs Specialized Supportive Services, since our last report dated July 15, 2004.

### **BACKGROUND**

On November 10, 2003, the Commission for Public Social Services (PSS) submitted its Committee Report and recommendations to the Board of Supervisors. On January 15, 2004, we provided your Board with our response to that report and committed to provide quarterly status reports on the activities outlined in the action plan to enhance the delivery of specialized supportive services. This is our third report to the Board.

### **STATUS REPORT**

#### **1. Study on Sanctions**

In September 2004, the Chief Administrative Office's (CAO) Service Integration Branch (SIB) completed a draft report on its sanction study. The report is now being finalized and is targeted for release in November, at which time I will share it with you.

#### **2. GAIN Home Visit Outreach**

The six-month GAIN Home Visit Outreach pilot was implemented in July 2004 in the West County GAIN Region, with home visits beginning during the week of July 25, 2004. As of September 30, 2004, about 175 participants have been identified as meeting the criteria for a home visit.

As you may recall, the intent of this pilot is to prevent participants with previously identified supportive services needs from being sanctioned, and enable those who have been sanctioned to cure their sanction and access needed services. Preliminary pilot experience indicates that once informed of the home visit, participants are receptive and willing to resolve their compliance issue prior to the scheduled home visit.

We continue to monitor pilot activities and collect data to assess the outcome of the pilot. The overall effectiveness of this pilot will be evaluated jointly with the CAO/SIB. A report is targeted for late 2005.

### **3. Follow-Up Activities by Service Providers**

The mailing of the progress reports was automated on September 27, 2004. This change is intended to enhance communication between DPSS staff and service providers. Through automation and increased communication, the participant's progress or lack of progress will be closely monitored, enabling DPSS staff and service providers to:

- Identify participants who may be losing interest and momentum in seeking and remaining engaged in services; and
- Increase follow-up and support.

To shorten the time required for a participant to receive to clinical assessment when a need for supportive services has been identified, and to increase the number of participants who complete clinical assessment and enter treatment services, a pilot involving the collocation of Community Assessment Service Center (CASC) staff is targeted for implementation on November 1, 2004. This pilot will focus on participants in GAIN Orientation and Enhanced Job Club in the West County GAIN Regional Office and the East and West San Fernando Valley GAIN Offices.

The pilot will provide participants the opportunity to self-disclose and discuss any service needs directly with CASC outreach staff. The CASC will then assess the participant's service need and directly refer the participant for a clinical assessment appointment, as needed. The CASC will remain involved with the participant by providing support and follow-up to ensure that the participant attends his/her clinical assessment and subsequent referral to treatment, as appropriate.

In addition to the above activities, we continue to collaborate with our partner departments in the development of effective ways for service providers to maximize engagement with participants who need specialized supportive services.

#### **4. Utilization of Professional Staff**

In September 2004, we received approval by the Department of Human Resources (DHR) to hire seven staff with a Master's Degree in Social Work (MSW) in the classification of Staff Development Specialist, Social Work. We are now working with DHR to recruit for these positions.

#### **5. Monitoring Effectiveness**

To evaluate the effectiveness and utilization of Specialized Supportive Services, we are working on the following:

- Enhancing our data tracking system to capture domestic violence waivers (targeted for October 2004);
- Strengthening our invoice reconciliation process by centralizing this function with in my department (targeted for October 2004); and
- Incorporating performance requirements in existing Memoranda of Understanding (MOUs) (targeted for November 2004 execution).

I will provide you with an update on the above activities in January 2005.

BY:lc

c: Chief Administrative Officer  
County Counsel  
Executive Officer, Board of Supervisors  
Chairman, Commission for Public Social Services  
Director, Department of Mental Health  
Director, Department of Health Services  
Director, Community and Senior Services

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